Request for Proposals (RFP)

2027 Peak Time Savings DERMS Vendor

Ameren Missouri (AMO)

Issued by **ICF Resources, LLC.**

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1 Information and Instructions

Based on statements of qualifications received in response to this request for proposals (RFP), ICF will select a vendor to support the Ameren Missouri (AMO) Peak Time Savings (PTS) program. AMO has approved ICF Resources, LLC, a subsidiary of ICF, to release and manage this RFP.

1.1 Designated Contact Person

ICF's designated point of contact managing this RFP is:

Drew Durkee

Director, Load Management

Drew.Durkee@icf.com

1.2 RFP Schedule

ICF's anticipated schedule, which is subject to change, is provided below:

Date	Task Overview
11/19/2026	RFP released
11/25/2026	Bidder questions due
12/2/2026	ICF responds to questions
12/18/2026	Proposals due to ICF by 11:59 PM CST
12/18/2026 – 1/15/2027	ICF proposal evaluations (including interviews)
2/15/2027 or 8/1/2027	Contract begins

1.3 General Response Instructions & Submittal

Questions may be submitted on the procurement portal by **11:59 PM (Central) on November 25, 2026.** ICF cannot guarantee a response to questions received after that date and time. Any questions submitted will be sent to everyone who is registered as a respondent on the procurement portal.

Submittals must be delivered by **11:59 PM (Central) on December 18, 2026**. Please submit your completed response via the online procurement portal only by the deadline at this URL: https://eeprocurementportal.icfwebservices.com/. The document must be saved and uploaded in the following format: CompanyName_AMO_2027 DERMS

2 Introduction and Background

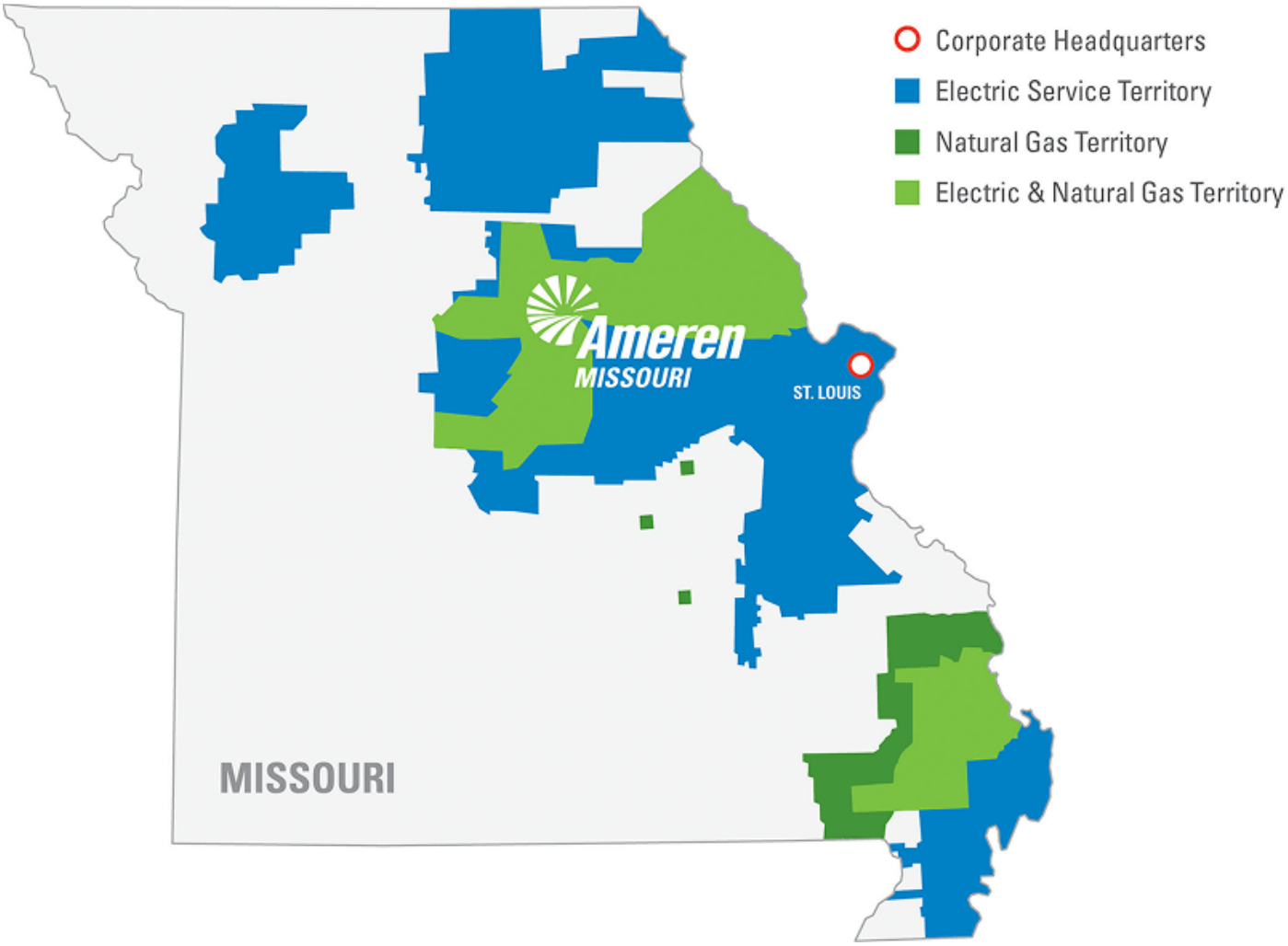
Ameren Missouri (AMO) is a subsidiary of Ameren Corporation, whose subsidiaries also include Ameren Illinois. Ameren Missouri is the largest electric utility in Missouri, providing electricity to approximately 1.3 million customers across central and eastern Missouri, including the greater St. Louis area. Its electric territory encompasses approximately 60 counties and more than 500 communities, with more than half of its electric customers located in the greater St. Louis region. The company also operates a natural-gas distribution

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business, serving approximately 135,000 gas customers in more than 90 communities in southeast, central and eastern Missouri, making it the state's second-largest natural-gas distributor.

The map below illustrates AMO's electric and natural gas service territory.

AMO Service Territory



ICF is issuing this RFP to identify and select one qualified Distributed Energy Resource Management Service (DERMS) provider to support the AMO Peak Time Savings (PTS) Program. PTS enables eligible residential electric customers to participate in summer and winter demand response (DR) events by enrolling their smart thermostats or electric vehicles (EVs).

The current program includes approximately 63,600 enrolled smart thermostats from the following OEMs:

- Google Nest (60%)

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- Ecobee (25%)
- Sensi (14%)
- Honeywell (1%)

The current program also includes approximately 240 enrolled EVs from the following automakers through Optiwatt, and aims to have approximately 500 total enrolled EVs by the end of 2026:

- Alfa Romeo
- Audi (2%)
- Cadillac (1%)
- Chevrolet (13%)
- Chrysler
- Dodge
- Fiat
- GMC (1%)
- Hyundai (7%)
- Jaguar
- Jeep (1%)
- Kia (5%)
- Land Rover
- Lexus (2%)
- Lincoln
- Mazda (1%)
- Mercedes Benz (2%)
- Porsche (2%)
- Rivian (1%)
- Subaru
- Tesla (51%)
- Toyota (3%)
- Volkswagen (2%)
- Volvo (3%)

Through this RFP, ICF seeks a DERMS solution capable of orchestrating and growing an existing inventory of DER assets including smart thermostats and EVs, as well as expanding to include EV supply equipment (EVSE), battery storage, and water heaters in the future. ICF seeks to continue or transition devices currently enrolled in PTS from the current DERMS provider beginning as early as February 15, 2027 for summer DR events and no later than August 1, 2027 for winter DR events. The subcontract with ICF will run through the end of 2027, with the option to extend for 2028 and 2029 pending Missouri Public Service Commission approval and ICF's prime contract with AMO.

AMO is seeking to grow a portfolio of residential distributed energy resources (DERs) to address system peaks, defer distribution system upgrades, and participate in the Midcontinent Independent System Operator (MISO) market. PTS is implemented by ICF. AMO's goals for PTS are:

- Enrollment of at least 11,022 new smart thermostat devices in 2027
- Enrollment of at least 500 new EV and EVSE devices in 2027
- Execution of at least 15 events, and no more than 20 events in 2027
- Expanding to include additional smart thermostat, EV, and EVSE OEMs
- Running locational DR events on identified substations and feeders
- Meeting MEEIA objectives including successfully calling events
- Maximize MWs registered into MISO's Load Modifying Resource (LMR) participation model

In support of AMO's PTS goals, the overall goals of the DERMS are:

- If a different DERMS provider is selected –
    - Transition the PTS program without interruption to the summer or winter DR seasons
    - Continuity of currently enrolled smart thermostat and EV participants
- Aggregate targeted DERs in AMO territory to respond to system-wide, seasonal, and locational DR events

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- Offer a simplified customer enrollment journey for various DER types
- Enable program scaling by growing AMO's list of connected OEM partners
- Provide operational dispatch support before, during, and after called events to ensure completion of successful events in accordance with AMO criteria
- Integrate with ICF's systems to allow for automated dispatch based on ICF's Flexible Load Management (FLM) dispatch algorithms
- Provide single-action event dispatch to AMO's trade floor to deploy ICF's FLM dispatch for MISO emergency events
- Provide 24/7 operational support and accountability for MISO emergency events

AMO retains authority over program policy, event authorization, market registration, and event dispatch, unless expressly delegated to ICF or the DERMS vendor.

3 Minimum Vendor Qualifications

Integrations

- Ability to provide programmatic access to the DERMS system through an API including the ability to maintain and update customer grouping on a weekly basis
- Integrate with leading DER OEMs across smart thermostat, EV/EVSE, battery storage, and water heater assets, including all OEMs currently eligible to participate in PTS
- Ability to ingest AMO CIS data for processing enrollments and customer move-outs
- Ability to integrate with ICF Systems' specific requirements

Enrollments

- Ability to segment enrollments by DER type
- Ability to timestamp exactly when devices enroll and unenroll from the program
- Ability to gather enrollment data including
    - Application date
    - Accepted date
    - Unenrolled date
    - Current status (e.g., enrolled, unenrolled, reentry)
    - Reason for removal or unenrollment
    - Summer eligibility flag
    - Winter eligibility flag
- Ability to true-up enrollments with customer move-outs and unenrollment requests on at least a weekly basis
- Ability to allow customers to re-enter the program after an unenrollment, with either the same or a different device
    - The re-entry scenario must be handled by the DERMS provider while preserving the complete history of all prior unenrollments. Each re-enrollment must be created as a new, separate record, and existing enrollment records must not be modified or reused.

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Dispatch

- Ability to support flexible dispatch of events with different customer populations, device types, and event parameters
- Ability to group participants as needed throughout the DR season and as frequently as weekly, to target different and dynamic locational, FLM, or winter populations
- Ability to support dynamic dispatch based on ICF's FLM dispatch algorithms
- Ability to provide single-action event dispatch to AMO's trade floor in deploying ICF's FLM dispatch strategy for MISO emergency events
- Ability to provide 24/7 operational support for MISO emergency events

Reporting

- Ability to maintain, reconcile, and document changes to device and customer data identifiers
- Ability to deliver DR event metrics, as well as daily telemetry data for all DER types, such as:
    - Device offline time and status at the device level
    - Last connected date at the device level
    - Override or opt-out instances at the device and program level
    - Detailed event and aggregated event performance at the program level
- Ability to configure baseline methodology assumptions and inputs for each DER type

Accountability

- Willingness to tie vendor fees to program SLAs and performance KPIs
- Ability to document processes and implement change control protocols
- Ability to provide prompt assistance with customer enrollment and unenrollment issues and device enrollment and unenrollment issues in accordance with agreed upon SLAs

Smart Thermostats

- Ability to provide data from OEMs on electric heating system identification, detection, and/or customer self-reporting
- Ability to provide override or opt-out data at the device or customer level
- Ability to enable enrollment and unenrollment from winter participation independently from summer participation

EV/EVSE

- Ability to provide charging session and kW/kWh interval data at the device level

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4 Scope of Work

The selected DERMS provider will be responsible for carrying out the tasks outlined in the following sections:

4.1 Asset and Portfolio Management

The DERMS provider shall deliver a unified platform, capable of managing a multi-technology portfolio of DERs, including:

Smart Thermostats

- Integrate with a broad range of thermostat OEMs and be able to support DR events on existing participating devices.
- Support the migration of existing and enrollment of new BYOD smart thermostat customers.
- Track and deliver required telemetry data (e.g., offline time, last connected date).
- Provide timestamped data for event entry, exit, and override behavior.

EV/EVSE

- Integrate with major EV and EVSE OEMs and be able to support DR events on existing participating devices.
- Support the migration of existing and enrollment of new BYOD EV/EVSE customers.
- Track and deliver required telemetry data (e.g., offline time, last connected date, power interval data).
- Support customers with application or connection issues, or at a minimum, provide ICF with detailed resolution guides.

4.2 Customer Experience

The DERMS provider shall deliver a unified customer experience for all participants.

Enrollment

- An easy enrollment process, with the starting point on AMO's website
- Enrollment confirmation message or ineligibility message
- Ineligibility messages should detail why a customer was rejected
- Prompt assistance with enrollment or unenrollment challenges

Event updates

- Seasonal kick-off messages
- Advanced notice of events
- Notification for start and end of events
- Event change or cancellation messages
- Follow up communication on success of events
- Seasonal closeout message

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4.3 Flexibility and Interoperability

Systems Integration

- Integrate seamlessly with AMO and ICF systems (e.g., customer systems, enrollment systems, data warehouses, and program portals).
- Support ingestion and export of structured and unstructured data through modern APIs and file integrations.
- Identify and document all data transformation, mapping, defaulting, derivation, normalization, and conversion rules required for integration with integrating systems.
    - All transformation scenarios, including exceptions and edge cases, must be reviewed and agreed upon prior to implementation.
    - All data processed through the integration shall conform to the approved transformation and data-quality rules.
    - The selected DERMS provider shall not introduce undocumented transformations, assumptions, default values, or modifications to source data without prior review and approval by all necessary parties.
- Participate in integration testing with all designated parties prior to production deployment.
    - Testing shall validate:
        - Interface connectivity and authentication
        - File/API structure and required fields
        - Field mappings and data transformations
        - Create, update, cancel, and re-enrollment transactions
        - Duplicate transaction handling
        - Invalid and missing data
        - Error and rejection processing
        - Transaction acknowledgements and status synchronization
        - Reentry scenarios
        - Historical record retention
        - End-to-end data reconciliation between participating systems
    - The DERMS provider shall provide test data, test execution support, defect resolution, and evidence demonstrating successful processing of agreed test scenarios.

Aggregator Integration

- Provide capabilities to integrate with external aggregators that manage asset-specific DER portfolios.
- Support dispatch flows where aggregators supply capacity to AMO from non-program participants.

Scalability & Emerging Technologies

- Maintain operational performance at high customer volumes across all DER classes.
- Offer a flexible architecture to incorporate newly emerging DER technologies, OEMs, or communication protocols.

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4.4 Load Management, Forecasting, Monitoring, and Program Refinement

Orchestrated Dispatch

- Enable AMO to run coordinated DR events across smart thermostat and EV/EVSE participants.
- Allow simultaneous, staggered, and/or sequential dispatch across different groups of participants based on AMO and ICF defined logic. This can include groups segmented by device type, location, or other assigned characteristics.
- Allow for the immediate dispatch of participants in the case of a MISO emergency event with no more than 30-minutes of advanced notification.
- Support ICF-defined FLM dispatch strategies. This includes the following requirements:
    - Allow ICF to assign participants to multiple groups that can be dispatched for different purposes and with different parameters (e.g., a single participant can be assigned to a "Full Population 4-Hour" group and a "Locational 2-Hour" group, and dispatched as part of one of those groups depending on AMO's need)
    - Allow ICF to update group assignments on at least a weekly basis during the DR season and up to 24-hours ahead of a scheduled event
    - Allow ICF to enable automated dispatch of groups with different event parameters through an API. Event parameters include:
        - Preconditioning
        - Event duration
        - Event start time
        - Temperature offset
- Provide AMO's trade floor with single-action initiation of ICF-defined FLM dispatch during MISO emergency and test events. Single-action initiation of ICF-defined FLM dispatch should involve no more than 15 clicks by trade floor staff from start to finish to successfully respond to a MISO emergency or test event. In other words, the DERMS is expected to provide a single operator-initiated workflow that can execute a preconfigured FLM strategy without requiring the operator to separately configure or dispatch multiple groups and/or events.
- Provide 24/7 operational and technical support to AMO's trade floor and ICF during the MISO summer season in the case of a MISO emergency event.

Forecasting & Reporting

- Provide at least 96-hour forecast of available load reduction potential by asset type and customer segment daily during the MISO season.
- Provide dashboards, tabular reports, and accessible APIs displaying:
    - Event results including participation minutes, opt-out rates, load shed
    - Portfolio level, program level, and device level performance
    - Hourly and sub-hourly load shed

Data Access & Regulatory Reporting

- Provide AMO and ICF with full access to underlying raw data (with appropriate security controls).

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- Deliver automated data feeds and reporting packages to support third-party EM&V, MISO registration, and filings with the Missouri Public Service Commission and other regulatory bodies.
    - Reporting for MISO registration may include, but is not limited to, participant meter numbers, peak demand, firm service level, and capacity information

Quality & Program Management

- Contribute to and execute on an ICF-led Quality Management Plan to assure the integrity and functionality of designed software systems, data transfer, and other aspects of program design.
- Contribute to and execute on other ICF-led Program plans including, but not limited to, risk management, operations, and marketing.

4.5 Data Security

Cyber Security Protocols

- Employ robust data security measures including, but not limited to:
    - Encryption, secure authentication, firewalls, intrusion detection, and network segmentation.

Regulatory Compliance

- Comply with relevant industry regulations (e.g., NIST, ISO 27001).
- Maintain documented cybersecurity policies and third-party assessments as requested.

Software & Patch Management

- Provide ongoing software updates, patch management, and routine security enhancements.
- Conduct and report results of vulnerability scans and penetration tests.

Incident Response

- Provide an Incident Response Plan that outlines procedures for detecting, reporting, and mitigating security incidents.

5 Submission Requirements & Format

Submittals that do not conform to the requirements in this RFP will not be accepted for consideration.

5.1 Submittal Instructions

The complete proposal must be submitted by the due date specified on the online portal using the online submittal process.

5.2 Format

Companies wishing to participate as a DERMS vendor must submit a response describing their expertise to provide the required services. Each section is required; **incomplete or late responses will not be considered.** Responses should include the following items:

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Part 1: Cover Sheet (Appendix A)

- Legal company name, address, and primary point of contact for the proposal.
- Authorized signatory information, including title and signature confirming the proposal's validity.
- Summary of included proposal components, identifying all attachments and supplemental materials.
- Statement acknowledging AMO's RFP terms, including any required compliance declarations.
- Indication of interest and eligibility, confirming the vendor meets minimum qualifications for DERMS services.

Part 2: Completed Questionnaire (Appendix B)

- See Appendix B. Please include a response to all questions in the questionnaire, as it is designed to give all vendors the opportunity to demonstrate their capabilities and specific experience relevant to Section 4.
- Submit this questionnaire as an attachment titled **CompanyName_AttachmentB.**

Part 3: SLAs & Performance KPIs (Appendix C)

- See Appendix C for a list of potential program SLAs and performance KPIs. Please include a response on your company's ability and willingness to meet the listed SLAs and KPIs, as well as detail the fees your company is willing to tie to specific SLAs and KPIs. Alternatively, your company may propose its own list of SLAs and KPIs with fees tied to meeting each.
- Submit this as an attachment titled **CompanyName_AttachmentC.**

Part 4: Qualifications and Key Staff

- **Relevant experience** demonstrating successful delivery of DERMS, DR, DER aggregation, or utility-scale load management programs.
- **Resumes or bios of all key personnel** who will support the DERMS platform, including roles such as project manager, technical leads, integration specialists, cybersecurity leads, and support staff.
- **Certifications or technical expertise**, such as cybersecurity credentials, API/system integration expertise, cloud infrastructure experience, and DER program management experience.
- **Project roles and responsibilities**, clearly identifying each staff member's contributions to implementation, ongoing operations, and stakeholder coordination.
- **Staffing plan and organizational structure**, showing reporting lines and backup personnel to ensure continuity.

Part 5: Professional References

- **At least two references** for utilities or programs of similar scale, preferably including smart thermostat and EV/EVSE load management, or multi-asset orchestration.
- **At least one reference** for utilities or programs of similar scale that were transitioned from a different DERMS provider.
- **Contact information** (name, title, organization, email, phone) for each reference.

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- **Description of project scope and outcomes**, highlighting DER integrations, load management performance, API integrations, enrollment success, market participation, or regulatory reporting.
- **Performance indicators** such as event success rates, enrollment volumes, uptime/SLA adherence, transition timeline, load shift or shed achievements, or interoperability milestones.
- **Contract duration and system capabilities delivered**, demonstrating the vendor's stability and track record.

Part 6: Proposed Timeline

Companies proposing a DERMS vendor switch for PTS should provide a clear and detailed transition plan aligned to AMO's desired DERMS cutover date before the start of the 2027 summer season or before the start of the 2027-2028 winter season including:

- Platform Standup & Migration
    - System configuration, integrations, and acceptance testing.
    - Device and data migration and reconciliation from current DERMS provider.
- Enrollment & Onboarding Enablement
    - Re-enrollment or required customer actions for:
        - Existing smart thermostat participants
        - Existing EV participants
    - Enrollment workflows for:
        - New smart thermostat participants
        - New EV/EVSE participants
        - Re-entry for previous participants
        - Unenrollment scenarios
            - Move-out
            - Customer initiated
            - OEM initiated
- Dispatch Readiness
    - Enabling full dispatch capability across smart thermostats and EV/EVSE, including FLM dispatch.
    - Enabling single-action FLM dispatch for AMO's trade floor.
    - Milestones for data validation, telemetry verification, and event testing.
- Training & Documentation
    - Training sessions for AMO and ICF staff.
    - Vendor-supplied documentation for operations, analytics, and troubleshooting.
- Reporting Configuration
    - Setup data reporting per ICF and AMO requirements.
- Vendor generated customer communications
    - Enrollment, unenrollment, event notifications, etc.

Please note dependencies and contingencies where relevant. Describe the critical path to ensure no interruption to the summer or winter DR seasons.

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Part 7: Proposed Pricing

Respondents should provide pricing assumptions based on the device-level participation estimates AMO expects for 2027-2029, below:

Annual Participation Table			
Program/Asset	**2027**	**2028**	**2029**
Smart Thermostats	76,661	81,495	85,845
EV & EVSE	915	1,465	2,065

The structure of provided pricing should be as follows:

- Provide pricing as an Excel file attachment of the RFP Submittal, named **CompanyName_PricingSheet.**
- Per device pricing should be separated by asset type (smart thermostat, EV, EVSE).
- Price list should indicate which elements of the pricing are fixed, which elements are variable and depend on the size of the program (e.g., number of devices, MW), and which are time and/or materials basis.
- Vendors should provide pricing for a contract start date of February 15, 2027 and separately, pricing for a start date of August 1, 2027. The period of performance will run through the end of 2027 with the option to extend for 2028 and 2029.
- Pricing should separate one-time startup costs, transition costs, and API fees.
- Pricing must note which fees and what percentage of those fees your company is willing to tie to proposed program SLAs and performance KPIs for which the DERMS vendor is responsible.
- Pricing should be as granular as is practical, defining key cost drivers and assumptions. This will allow AMO and ICF to fine tune the project scope prior to contracting to most closely align with AMO and ICF's needs while providing a cost-effective solution.
- Vendors should provide details of proposed project staffing, including roles and staffing (FTEs) per role over time.

6 Evaluation

Submissions that are received by the submission deadline and that meet the requirements established in the RFP will be reviewed and evaluated by a review team. ICF reserves the right to decide whether a proposal is or is not acceptable in terms of meeting the requirements of this RFP and to accept or reject any or all submissions received.

In evaluating submissions, ICF reserves the right to take any of the following steps, with respect either to all of the submissions received or to a subset of submissions selected as superior to the others: (1) consult with prior clients on the performance of the vendor; (2) schedule presentations or interviews with representatives of the respondent(s); (3) conduct a review of past performance, including a review of reports, analyses, or other materials that would reflect the respondent's performance; and (4) request additional data or supporting material.

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6.1 Evaluation Criteria

ICF will review and evaluate submissions based on the following criteria:

- **Completion/Timeliness**: The selected vendor shall submit a complete and thorough proposal through the Procurement Portal by the deadline provided by ICF.
- **Experience and qualifications (30%)** – Vendor must have a proven track record of high performance in DERMS implementation similar to AMO's PTS program.
- **Scope of Service (25%):** The selected vendor must demonstrate a clear understanding of the services being solicited through this RFP.
- **Pricing (25%)**: The selected vendor must include competitive rates for DERMS software and services, and propose fees tied to meeting program SLAs and KPIs.
- **Quality and clarity of response (20%)** – Vendor must respond clearly and comprehensively to all bullets outlined in Section 5, Appendix B, and Appendix C of this RFP.

6.2 Contract Award

ICF will notify all respondents of the selection decision by email. The anticipated notification date is specified on the online portal.

ICF reserves the right to negotiate the final terms and conditions of the contract award with the selected vendor.

7 Miscellaneous

- The successful vendor shall be invited to enter into a professional services agreement setting forth terms and conditions acceptable to ICF.
- ICF, at its sole discretion, may reject any or all submissions in response to this RFP. Further, ICF may cancel this RFP at any time and may modify the RFP including without limitation.
- ICF may select any response, at its sole discretion, to be in its best interests or the most satisfactory.
- While the successful vendor shall have the capability to integrate with EV/electric vehicle supply equipment (EVSE) and smart thermostat OEMs, AMO does not guarantee an active DR program for each device type beyond 2028.
- Both ICF and AMO will have access to the successful vendor's portal and will have the capability to schedule and implement DR events.
- ICF shall be entitled at its sole discretion to waive any irregularity, informality, or any non-conformance with the requirements of this RFP whatsoever with respect to any submission received by ICF, or to reject any submission for any such irregularity, informality, or non-conformance.
- ICF may enter into post-submission negotiations and discussions with any one or more respondent(s) regarding price, project scope, and/or any other term of a respondent's submission, and such other terms as ICF may require, at any time prior to any execution of an agreement. ICF may, at its sole election, enter into simultaneous, competitive negotiations with multiple respondents or negotiate with individual respondents. Negotiations with respondents may result in the enlargement or reduction of the

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project scope, or changes in other terms that are material to the RFP and the submitted proposals. In such event, ICF shall have no obligation to inform other respondents of the changes, or to permit them to revise their proposals in light thereof, although ICF, at its sole discretion, may do so if ICF or AMO determines such is in ICF or AMO's best interest.

- ICF may discontinue any negotiations at any time, enter into or continue negotiations with firms that did not respond to this RFP and/or solicit new responses from firms that did not respond to this RFP, including but not limited to negotiations or proposals for components of the scope, if any, that are not included in any successful proposal or any executed contract.
- Respondents shall be solely and fully responsible for all costs associated with the development, preparation, transmittal, and submission of any statement of qualifications or material submitted in response to this RFP. By submitting a response, a respondent agrees that there may be no claims whatsoever for reimbursement from ICF for any such costs. All costs incurred by the respondent during the selection process and during any negotiations will be solely the responsibility of the respondent.
- AMO nor ICF assumes no contractual or other obligations as a result of the issuance of this RFP, the preparation or submission of a statement of qualifications by a respondent, the evaluation of submissions, the respondent's conduct of presentations or the selection of any respondent for further negotiations, or on any other basis whatsoever.
- No respondent shall have any claim for any compensation of any kind whatsoever, as a result of participating in this RFP process, and by submitting a proposal each respondent shall be deemed to have agreed that it has no claim.
- If ICF chooses to enter into negotiations with a respondent, the respondent may be asked to provide, at its own expense, a bond guaranteeing that it is prepared to enter into a contractual agreement with ICF.
- **Confidentiality** - ICF or AMO may supply the selected vendor with confidential customer information. All such information is the exclusive property of AMO. The vendor shall not sell, barter or exchange any information provided for this program, including but not limited to the customer information, in perpetuity. The vendor shall not copy customer information without prior written consent provided by ICF or AMO, as appropriate. The vendor and its employees shall not use the customer information or the delivery of the program for the generation of leads for sales of any other services or products the vendor may offer in perpetuity. Respondents' responses and pricing for this solicitation will be treated as confidential.
- **Regulatory Scrutiny of Work** - The respondent should understand that their documents and work will become part of a public process involving incentive regulation and cost recovery, and be reviewed and scrutinized by AMO, by independent consultants, intervener groups and regulatory staff. All data developed by the selected vendor under these contracts are the property of AMO, and electronic files containing all data shall be submitted to AMO as described herein.
- **Termination Right of ICF** - ICF may terminate this Agreement at any time upon five (5) days written notice to the selected vendor for any reason. ICF shall NOT be responsible for reimbursing the vendor for any cost incurred in reliance on the expectation that the Agreement would remain in effect throughout the end of the term.
- **Termination Right of Contractor** - The selected vendor may terminate this Agreement upon thirty (30) days advance written notice to ICF if it has materially breached this Agreement.

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Appendix A: Cover Sheet

A.1 Company Details

Company Name: Click here to enter text.
Street Address: Click here to enter text. Suite #: Click here to enter text.
City: Click here to enter text. State: Click here to enter text.
Zip Code: Click here to enter text.
Primary Point of Contact Name: Click here to enter text.
Phone: Click here to enter text.
Email: Click here to enter text.
Website: Click here to enter text. Signature: _____

A.2 Minimum Insurance Requirements

The following insurance minimum requirements must be met in order to qualify for consideration. Please indicate your coverage or acceptance as requested:

- **Employers Liability insurance** with a minimum occurrence limit of bodily injury by accident $1,000,000 each accident, bodily injury by disease $1,000,000 policy limit and, bodily injury by disease $1,000,000 each employee. ***Applicant Has Required Coverage*** ☐

- **Commercial General Liability Insurance:** $1,000,000 each occurrence; $2,000,000 general aggregate (including bodily injury, property damage, personal injury, advertising injury, products and completed operations, and contractual liability) ***Applicant Has Required Coverage*** ☐

- **Professional Liability, Errors and Omissions Insurance** ($1,000,000 per occurrence) ***Applicant Has Required Coverage*** ☐

- **Cyber/Network Security Liability Insurance (including coverage for Professional and Technology-Based Services Liability if not covered under Subcontractor's Professional Liability/Errors and Omissions Insurance referenced above)** in the amount of $10,000,000 per accident/occurrence/annual aggregate, covering the Subcontractor, its employees, agents, contractors, and subcontractors in the performance of all services. ***Applicant Has Required Coverage*** ☐

All insurance coverage obtained and maintained by the selected vendor and the Certificate of Insurance shall include the following statement (when requested by ICF):

"ICF is included as Additional Insured as respect to the General Liability policy. Waiver of Subrogation is included to the extent permitted by law. All policies are primary and, with the exception of Professional Liability, non-contributory with any and all applicable coverage, contain cross-liability coverage, and severability of interests language."

A.3 Additional Information

Please provide any additional information the company wishes to include.
Click or tap here to enter text.

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Appendix B: Questionnaire

Please provide responses to each of the questions in the questionnaire. Responses may be kept brief (2-5 sentences), but submitters will not be penalized for responses that require more information.

Company Background and Experience

1. Please provide an overview of your company's DERMS capabilities and experience supporting utility smart thermostat and EV/EVSE load management programs. What differentiates your DERMS approach or platform from other providers in the market?
2. Please provide 3-5 specific reference contacts from similar investor-owned utility deployments of smart thermostat and EV/EVSE programs. Please include at least one reference for utilities or programs of similar scale that your company transitioned from a different DERMS provider.
3. Describe at least one comparable incumbent-DERMS platform migration that your company has completed. What challenges did you encounter and what lessons did you learn that would apply to the PTS transition?
4. Detail your planned migration process and timeline, including dependencies and contingencies. At a minimum, address the following:
    - How will existing customer and program data including, but not limited to, consents, enrollment dates, event performance, and participation be migrated or preserved?
    - Provide a list of data that is migrated from the incumbent DERMS into your platform versus data that is exported and preserved from the incumbent DERMS provider.
    - How do you work with the incumbent DERMS provider on transition tasks, including troubleshooting and follow-up?
    - Will existing customers need to reauthorize their device?
    - What customer communications will be sent?
    - How are failed migrations handled?
    - What rate of customer attrition is expected from the migration?
    - What does your migration completion and readiness testing process entail?

Platform Functionality

5. What real-time visibility and telemetry does your system provide (e.g., device status, capacity availability, forecasting)?
6. Does your platform utilize any patented technology for real-time device control? If so, please provide patent references.
7. Describe any web-based or mobile applications your platform provides to program participants to view their energy savings, event performance, device data, and/or receive utility messages.
8. Describe your platform messaging capabilities and how they support communications to customers related to enrollment, pre-season messaging, pre-event notifications, post-event notifications, and post-event messaging. What metrics can you provide on those communications (e.g., delivery rates, open rates)? What actions can trigger an automated message from the platform to the customer? Is there an ability to send an

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ad hoc message to custom groups? Is there an ability to send a notification to utility staff (non-participants) when an event is scheduled, starts, and completes?

9. Does your platform natively support automated fulfillment of various reward types directly within the system, and if so, which incentive types are available (e.g., physical/digital gift cards) and can participants choose their desired incentive type?
10. Describe any limitations on the number of utility users, enrolled, customers, or connected devices allowed on the platform.
11. Describe your platform's load and/or capacity forecasting capabilities. What data sources do your models use? Do they integrate machine learning? How far forward do your forecasts project?

Integration

12. Describe all available integration options, including APIs, OpenADR, ADMS, SCADA, billing systems, customer portals, or data warehouses.
13. Describe your company's experience with OpenADR. Is your company officially OpenADR 2.0b Virtual End Node (VEN) certified?
14. Describe the platform functionality that is available through your APIs (e.g., enrollment management, dispatch, reporting). What functionality is available in the platform user interface, but not available through the API? Please provide API documentation, rate limits, available technical support, and pricing.
15. How does your platform communicate with OEMs and aggregators across various device classes?
16. Describe your OEM integration framework. How does your company guard against vendor lock-in and accelerate the onboarding of new OEMs? How does your company identify, escalate, and resolve OEM dispatch or data issues?
17. Describe your proposed data transformation and governance approach for integration with client systems. At a minimum, address the following:
    - How transformation and mapping requirements will be identified and documented.
    - How source-to-target mappings, defaulting, derivations, conversions, and validation rules will be defined.
    - How exceptions, edge cases, invalid data, and missing data will be handled.
    - How transformation rules will be reviewed and agreed upon with ICF prior to implementation.
    - How adherence to approved transformation and data-quality rules will be validated through integration and acceptance testing.
    - How changes to approved transformation rules will be governed and communicated.
    - What controls will prevent undocumented transformations, assumptions, defaults, or modifications to source data.

Enrollment Processing & Maintenance

18. Describe your enrollment workflows—including validation, eligibility checks, and error handling. What aspects of enrollment and participation maintenance are automated vs. require manual review?
19. Describe the communication that a customer receives if they are rejected during the enrollment process. Does it indicate the specific reason why the customer was rejected?
20. What customer data (PII and device info) does your platform collect, store, and/or process?

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21. Describe how your platform processes enrollment true-ups and reconciliations after account closures, move-outs, and unenrollment requests (whether originating from the OEM or requests to the program team)? How long does this process take and how often can it be completed?
22. Describe how your platform processes device-level true-ups and reconciliations after device deauthorizations or inactivity (whether originating from the OEM or requests to the program team)? How long does this process take and how often can it be completed?
23. How does your platform handle bulk unenrollment (e.g. downloading a CSV file, editing it, and uploading it again)? If not, is this a functionality that is planned to be incorporated?
24. How does your platform handle bulk, tailored, enrollment processing (e.g. downloading a CSV file, editing it, and uploading it again)? Does this include the ability to reject applications for different reasons? If not, is this a functionality that is planned to be incorporated?
25. Describe how your platform supports differentiated DR program instances for each device type (e.g. smart thermostats vs. EV/EVSE)? Can devices independently enroll and unenroll in the instances when the customer account and premise are shared?
26. How does your platform maintain device status values and rules (e.g., Active, Temporarily Inactive, Permanently Deauthorized, Permanently Unenrolled, Replaced)?
27. How does your platform handle a device or customer that is re-enrolled after prior unenrollment? Does the platform reuse the existing customer record or create a new one?
28. How does the platform support tracking and identification of replaced devices or newly added devices?
29. Describe how device enrollment and unenrollment dates are tracked and reported on.
30. Describe your company's approach to process documentation and change management control as it relates to data management and reporting processes.
31. How does your platform handle customers that enroll without any devices associated with them?
32. How does your company approach the creation of tailored exports or reports of data if existing reports don't satisfy ICF's data automation needs? Please include pricing if relevant.

Dispatch and Reporting

33. Describe your company's QA/QC process for the intake of OEM data and the output of platform reports.
34. How do you ensure data accuracy, completeness, and auditability?
35. Please describe or list the types of reports your platform offers and which data fields they include. Please provide a sample of the device-level enrollment report available to ICF and AMO.
36. Describe whether your platform supports M&V post-event, whether it uses telemetry and/or AMI data, the timeframe for results, and whether platform results have been validated against third party evaluation reports. Provide specific examples if possible.
37. Describe how your platform supports targeted locational dispatch at different levels (e.g., substation, feeder, transformer).
38. What options exist for grouping devices to enable event dispatch of different populations and devices (e.g., fully enrolled smart thermostat population, fully enrolled EV population, summer smart thermostat

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participants, year-round smart thermostat participants, EV locational participants, smart thermostat locational participants, etc.)? Can a single device or customer be assigned to multiple dispatch groups?

39. Describe how your platform supports the efficient dispatch of complex strategies involving multiple groups with different event parameters (e.g., start and end times, preconditioning, offsets).
40. How does the platform track dispatch success and performance at the portfolio-level, group-level, and device-level? What analytics (e.g., event outcomes, participation data, opt-outs, communication failures) can your system generate at different levels?
41. What, if any, measures are specific to the portfolio level, the dispatch group level, and the device level?
42. Please describe how your platform aggregates and displays event results for multiple events occurring within a single day or across multiple asset types.
43. Please describe how your platform will support automated deployment of ICF's FLM dispatch strategies as described in Section 4.3.

MISO Participation

44. Describe your experience supporting programs that participate in their region's ISO/RTO.
45. How will your company provide 24/7 operational and technical support during MISO's summer season? E.g., if the AMO trade floor is having technical trouble with the dispatch system while calling an event, who can they contact to initiate the event on the back-end? Please provide pricing for this level of support.
46. Describe how your platform will provide AMO's trade floor with single-action FLM dispatch during MISO emergency events (as described in Section 4.3), including any operational considerations to address OEM limitations.
47. Is your company willing to indemnify AMO for MISO penalties incurred when DERMS-related issues, errors, or failures cause registered PTS resources to underperform?

Data Security

48. Describe the cybersecurity protocols you employ (authentication, encryption, intrusion detection).
49. Does the solution support layered or flexible role assignments (e.g., multiple roles or custom role creation)? Please describe.
50. How do you comply with data security standards and utility requirements? (e.g., NIST, ISO 27001)
51. Is your firm SOC 2 Type II certified?
52. Explain your incident response plan and frequency of vulnerability scanning or penetration testing.
53. What data protection controls are in place to prevent unauthorized access or leakage of client CIS data?
54. Provide specific cloud infrastructure utilized and describe backup frequency, location, and redundancy details.

Operational Support

55. What training and documentation do you provide for utility and implementor program staff?

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56. Explain your standard team structure.
57. What support resources are available to utility and implementor program staff? For example, product experts or developers. When are those resources available?
58. Outline your customer support model, including escalation paths, response time expectations, and/or SLAs.
59. Does your platform have the ability for AMO/ICF to add media tracking pixels to your enrollment portal for marketing purposes and media optimization? If so, is this included in the base cost or is it an additional cost?
60. How are software, platform, or OEM updates delivered, and do you have a formal process for incorporating utility client feedback into your product development roadmap?
61. Describe how you coordinate with OEMs and share information with program teams, so that when OEMs are making or considering changes, programs can proactively plan and provide feedback to the OEMs.

Smart Thermostats

62. Please provide a list of your current and planned smart thermostat OEM integrations. Note which are current and which are planned with estimated integration dates.
63. How will you migrate enrolled smart thermostats onto your DERMS platform? Please describe the process from an enrolled customer's POV.
64. How are offline thermostats tracked? Please make sure to include how your platform handles Nest thermostats and their anonymizations policies. Is there a notification system to be able to push members to remind them to come online?
65. How does your platform verify that a thermostat behaved as expected during a DR event?
66. What information does your platform provide on HVAC modes and schedules? (e.g., HVAC on/off, aux heat on, etc.)
67. Please provide a sample of aggregate and individual device telemetry data that will be available to AMO and ICF from smart thermostats.
68. Please provide a sample of aggregate and individual DR event performance and participation data that will be available to AMO and ICF.
69. Do your smart thermostat partners offer partner marketing opportunities? If yes, please describe the partner marketing process. If your partners do not offer partner marketing opportunities, are your partners able to provide information about who owns eligible devices in AMO territory?
70. What information does your platform offer on the type of heating source or heating equipment a participant's home has? What is the source of this information and how accurate is it?
71. How does your platform determine if customers are eligible for participation in summer and/or winter DR events?
72. Can a customer be enrolled as a summer only, winter only, or year-round participant? What is the process for changing this classification if AMO/ICF determines a participant should move from year-round to summer only participation?
73. Describe your experience integrating smart thermostat aggregators into a utility program, including challenges, limitations, or learnings from the aggregator model.

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74. Describe how your platform can configure baselines to measure smart thermostat event performance. Can your platform integrate AMO's AMI data and measure event performance with both telemetry and AMI data? If so, please provide pricing.

Electric Vehicles/EVSE

75. Please provide a list of your current and planned EV and EVSE OEM integrations that are/will be eligible to participate in DR control events. Note which are current and which are planned with estimated integration dates.
76. Currently, EVs are enrolled in PTS through Optiwatt. How will you migrate these enrolled EVs onto your DERMS platform? Please describe the process from an enrolled customer's POV.
77. For automakers (EV OEMs), describe your integration pathway. Do you have direct, authorized integrations?
78. AMO is focused on ensuring EV program enrollment is accessible to a large library of EVs and EVSE. In addition to your company's integrated devices, how does your firm support consistent and speedy onboarding of new EV and EVSE partners?
79. Please outline how your company supports customers in reconnecting an offline device. What are your ticket resolution timelines?
80. Please outline your company's plan for mitigating program participation impacts due to device partner software changes (e.g., Tesla Virtual Key).
81. Please confirm and describe how your platform provides the following metrics on a consistent basis, for all EV and EVSE devices:
    a. Charging session and power interval data at the device level
    b. Device offline time
    c. Device status
    d. Device last connected date
    e. Override or opt-out instances at the device and program level
82. Please provide a sample of aggregate and individual device telemetry data that will be available to AMO and ICF from connected EVs and chargers.
83. Please provide a sample of aggregate and individual DR event performance and participation data that will be available to AMO and ICF.
84. Do your EV/EVSE partners offer partner marketing opportunities? If yes, please describe the partner marketing process. If your EV/EVSE partners do not offer partner marketing opportunities, are your partners able to provide information about who owns eligible devices in AMO territory?

Currently, PTS calls curtailment events on enrolled EVs. The following questions relate to future EV managed charging program designs:

85. Describe how your platform can initiate charging in anticipation of a curtailment period and limit post-event secondary peaks.
86. How does your platform respect (or override) customer charging schedule preferences? Can charging be automatically restarted after an event is completed? Can participants schedule their charging through the platform?

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87. Describe how your platform can support daily managed charging to co-optimize for a customer's charging preferences and AMO's bulk system or distribution system needs.
88. Describe how your platform can configure baselines to measure EV/EVSE DR event performance, as well as daily managed charging.

Other DERs

89. Please share a list of all current & planned OEM integrations for water heaters and battery storage, including whether they are direct or indirect integrations with OEMs.

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Appendix C: DERMS SLA & KPI Requirements

AMO prefers to minimize per-device fees and prioritizes fees tied to SLAs and KPIs. Confirm whether each SLA and KPI below can be met, and detail the fees your company is willing to tie to these metrics. Your company may provide alternative values or comparable SLAs and KPIs, along with associated pricing implications.

Category	KPI / SLA	Proposed Standard
Platform Availability	Monthly uptime	≥ 99.9%
Scheduled Maintenance	Customer-facing downtime	< 4 hrs/month
API Availability	Enrollment/dispatch/reporting APIs	≥ 99.5%
Major Incident Response	Severity 1 issue acknowledgment	≤ 15 minutes
Major Incident Resolution	Dispatch-impacting issue	≤ 4 hours
Standard Incident Response	Severity 2 issue	≤ 1 business day

Enrollment & Device Management

Category	KPI / SLA	Proposed Standard
OEM Synchronization	Enrollment updates reflected	≤ 24 hours
Utility Move-Out Processing	Account closures processed	≤ 7 days
Customer Unenrollment Requests	Processed and confirmed	≤ 3 business days
Device Eligibility Validation	Accuracy	≥ 99%
Enrollment Data Accuracy	Customer/device records	≥ 99.5%
Device Connectivity Monitoring	Status updates refreshed	Daily
Offline Device Reporting	Device flagged after inactivity	≤ 7 days
Device Reconciliation	Deauthorized devices reconciled	≤ 14 days
OEM Connection Success Rate	Connected device communications	≥ 98%
Data Delivery Completeness	Required telemetry received	≥ 95%

Customer Support

Category	KPI / SLA	Proposed Standard
Customer Support	Resolution of routine customer issues	≤ 5 business days
Customer Escalations	Resolution of escalated customer issues	≤ 2 business days

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Demand Response Event Execution

Category	KPI / SLA	Proposed Standard
Event Dispatch Success	Successful dispatch requests sent to devices	≥ 90%
Event Initiation	Dispatch execution after command	≤ 60 seconds
Participant Notification Delivery	Event notification delivery at least 6 hours in advance	≥ 95%
Event Reporting Availability	Preliminary results	≤ 48 hours
Final Event Reporting	Complete validated results	≤ 5 business days
Dispatch Workflow Reliability	Failed event dispatches due to DERMS platform	< 1%
Forecast Accuracy	Margin of error	< 25%
Event Participation Rate	Full participation	> 70%
Override Rate	Override or opt-out rate	< 30%
Locational Dispatch Accuracy	Successful targeting of participants on feeder/substation	≥ 95%

MISO & Emergency Event Support

Category	KPI / SLA	Proposed Standard
Emergency Support Coverage	Availability	24x7 in-season
Emergency Escalation Response	Human response	≤ 15 minutes
Emergency Dispatch Support	Vendor support available	Required
Emergency Event Readiness	Annual testing participation	Required
Trade Floor Dispatch Workflow	User actions required	≤ 15 clicks
FLM Integration Availability	Dispatch API availability	≥ 99.9%
MISO Event Availability	Successful MISO emergency event dispatch	100%

Reporting & Data Management

Category	KPI / SLA	Proposed Standard
Reporting Availability	Standard reports available	Daily
Data Feed Delivery	Scheduled feeds delivered	≥ 99%
Data Accuracy	Enrollment and event reporting	≥ 99%
Audit Traceability	Dispatch audit records retained	7 years

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Implementation & Transition

Category	KPI / SLA	Proposed Standard
Migration Completion	On-time cutover	Required
Participant Retention	Existing participants retained	≥ 95%
Smart Thermostat Retention	Existing thermostat devices retained	≥ 95%
EV Participant Retention	Existing EV participants retained	≥ 90%
Data Migration Accuracy	Historical records migrated	≥ 99%
Critical Integration Readiness	APIs operational before launch	Required

Performance-Linked Fees

Requirement	Proposed Standard
At-Risk Fees	Minimum 50% of annual vendor fees
Uptime KPI Failure	Fee reduction
Event Dispatch KPI Failure	Fee reduction
Reporting KPI Failure	Fee reduction
MISO Emergency Event Failure	MISO penalty indemnity
Migration KPI Failure	One-time credits

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Appendix D: Anticipated Q&A

ICF has compiled a list of anticipated questions and answers. Please review this list before submitting bidder questions through the portal.

Question: Will ICF require vendors to disclose whether they use direct, authorized automaker integrations versus third-party aggregators or unsanctioned methods such as screen scraping?
Answer: Yes, vendors should all disclose their integration approaches for electric vehicles in their RFP response and on an ongoing basis if selected.

Question: Please describe the specific ICF systems the selected DERMS must integrate with (e.g., Sightline, customer engagement, M&V, regulatory reporting), preferred integration patterns (REST, batch file, event-driven), and whether ICF will provide an integration playbook or expects the vendor to propose one.
Answer: The DERMS vendor will transmit data to the ICF Sightline system in formats appropriate for M&V and regulatory reporting. ICF will provide an integration playbook for enrollment processing data and any other data we want to integrate with the systems directly. Generally, ICF supports batch files and is also capable of handling REST integration.

Question: Could ICF provide documentation or specifications for the integration into ICF systems?
Answer: ICF can provide this upon contract start.

Question: Does AMO have MW targets or goals for PTS?
Answer: At this time there is no defined MW goal for PTS. However, one of AMO's goals for PTS is to maximize the MWs registered into MISO with confidence in meeting its commitment.

Question: Can you provide the current or preferred compensation structure?
Answer: The preferred structure includes an annual platform fee, API fees, and device-based fees, with at least 50% of fees tied to SLAs and KPIs.

Question: Can you clarify the intended operational model? Will the DERMS vendor provide a platform that ICF operates directly, or will the vendor be expected to provide operational managed services in addition to the platform?
Answer: ICF and AMO will directly operate the platform to dispatch events and hope to work with the vendor to integrate ICF systems to introduce automation methodologies.

Question: Will ICF's dispatch algorithms provide device-level or group-level instructions, or will ICF send a portfolio-level target and expect the DERMS platform to optimize device-level dispatch to meet that target?
Answer: ICF will provide specific group-level instructions. ICF will handle device groupings and maintenance.

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Question: Will the DERMS vendor be required to provide a white-labeled or co-branded customer-facing application and enrollment portal, or will AMO/ICF maintain their own customer touchpoints with the DERMS vendor supplying the backend API?
Answer: ICF and AMO anticipate using the DERMS native enrollment workflow (co-branded), but if there is capability to integrate with an external enrollment portal, please describe in your response.

Question: What is AMO's current incentive structure and payment method?
Answer: ICF currently delivers incentives in the form of checks. Annual incentives are paid out on the anniversary of each participant's enrollment date. AMO is interested in exploring different forms of incentive payments (e.g., gift cards), as well as basing annual incentives on individual opt-out performance.

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